

List of Claims

1. (previously presented) A method of obtaining customer feedback comprising the steps of:
 - establishing a communication link at least partially via a telecommunications server with at least one of a plurality of live agents of a service provider that originates from a customer;
 - providing a service at least in part by the live agent to the customer at least in part via said communication link;
 - requesting the customer to provide feedback data before said communication link is terminated;
 - if the customer provides feedback data, then associating said feedback data with telecommunications server data that includes an identity of the live agent.
2. (previously presented) The method of claim 1 further comprising a step of storing said telecommunications server data in association with said feedback data.
3. (original) The method of claim 2 wherein said establishing step and said providing step are performed with a plurality of different customers; and said requesting step is performed on an intermittent sampling basis.
4. (previously presented) The method of claim 3 wherein said providing step includes a step of providing said customer with information relating to a third party identified by the customer.
5. (previously presented) The method of claim 4 wherein said providing step includes an exchange of information between said customer and said live agent of said service provider.
6. (original) The method of claim 5 further comprising the steps of:
 - analyzing a plurality of stored telecommunications server data and feedback data according to a specified criteria; and
 - reporting a result of said analyzing step.
7. (previously presented) The method of claim 1 further comprising a step of recognizing feedback data originating in at least one of a keyed format and a voice format.

8. (previously presented) A system for obtaining customer feedback comprising:

a communication link between a customer and at least one of a plurality of live agents of a service provider that originates from said customer and includes a telecommunications server;

a service provided to said customer at least in part by the live agent at least in part via said communication link;

a request to said customer to provide feedback data before said communication link is terminated; and

an association of provided feedback data with telecommunications server data that includes an identity of the live agent.

9. (original) The system of claim 8 further comprising a data storage device operably coupled to said communication link.

61 10. (original) The system of claim 9 wherein said data storage device includes means for storing said telecommunications server data in associations with said provided feedback data.

11. (original) The system of claim 10 wherein said service provider provides services to a plurality of different customers; and
said request is made on an intermittent sampling basis.

12. (previously presented) The system of claim 11 wherein said service includes a provision of information to said customer relating to a third party identified by the customer.

13. (previously presented) The system of claim 12 wherein said service includes an exchange of information between said customer and said live agent of said service provider.

14. (original) The system of claim 13 further comprising an analysis of a plurality of stored telecommunications server data and feedback data according to a specified criteria; and

a report that includes a result of said analysis.

15. (original) The system of claim 8 further comprising a data recognition device operably coupled to said communication link, and being capable of recognizing feedback data originating in at least one of a keyed format and a voice format.

16. (previously presented) A method of monitoring a provision of a service comprising the steps of:

establishing a communication link with a live agent of a service provider that originates from a customer;

monitoring an exchange of information between said customer and said live agent of said service provider, and said exchange of information relating to a service;

triggering an action if said monitoring step detects a predetermined condition, and said predetermined condition includes at least one of a predetermined utterance, a predetermined keyed entry, and a predetermined change in a qualitative aspect of a spoken portion of said exchange of information; and

said action includes requesting feedback from said customer regarding said service before the communication link is terminated.

17. (original) The method of claim 16 wherein said communication link includes at least one of a wireless link, a telecommunications link, an internet link and an ISDN link.

18. (original) The method of claim 16 wherein said predetermined change includes at least one of a change in voice tonal quality and a change in voice volume.

19. (previously presented) The method of claim 16 wherein said exchange of information occurs between said customer and said live agent of said service provider; and

said predetermined change includes a change in tonal quality in utterances originating from at least one of said customer and said live agent.

20. (original) The method of claim 16 wherein said predetermined utterance includes a predetermined word.

21. (previously presented) The method of claim 16 wherein said exchange of information occurs between said customer and said live agent of said service provider; and

said predetermined utterance includes a predetermined word originating from at least one of said customer and said live agent.

22. (previously presented) The method of claim 16 wherein said action includes alerting another live agent of said service provider before said communication link is terminated.

23. (original) The method of claim 16 wherein said exchange of information occurs between said customer and a first live agent of said service provider; and
said action includes alerting a second live agent of said service provider before said communication link is terminated.

24. (previously presented) The method of claim 16 wherein said action includes recording data relating to said exchange of information and data identifying said live agent.

25. (original) The method of claim 24 wherein said exchange of information occurs between said customer and said live agent of said service provider; and
said data includes at least one of said predetermined condition and an identity of said live agent.

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26. (cancelled)

27. (original) The method of claim 16 wherein said establish step is performed with a plurality of different customers; and
said monitoring step is performed on an intermittent sampling basis.

28. (previously presented) The method of claim 16 wherein said establish step is performed with a plurality of different customers; and
said action includes at least one of alerting another live agent of said service provider, recording data relating to said exchange of information and requesting feedback from said customer regarding said service; and
said monitoring step is performed on an intermittent sampling basis.

29. (previously presented) A system for monitoring a provision of a service comprising:
a communication link between a customer and a live agent of a service provider that originates from said customer;
an exchange of information between said customer and said live agent said service provider, said information relating to a service;

a monitoring device coupled to said communication link;
a triggered action if said monitoring device detects a predetermined condition that includes at least one of a predetermined utterance, a predetermined keyed entry, and a predetermined change in qualitative aspect of a spoken portion of said exchange of information;
a customer feedback system; and
said triggered action includes an activation of said customer feedback system before said communication link is terminated.

30. (original) The system of claim 29 wherein said communication link includes at least one of a wireless link, a telecommunications link, an internet link and an ISDN link.

31. (original) The system of claim 29 wherein said monitoring device includes at least one of a voice tonal change detector and a voice volume change detector; and
said predetermined condition includes at least one of a change in voice tonal quality and a change in voice volume.

32. (original) The system of claim 29 wherein said monitoring device includes a speech recognition subsystem.

33. (original) The system of claim 29 wherein said monitoring device includes a keyed entry recognition subsystem.

34. (previously presented) The system of claim 29 wherein said triggered action includes an alert to another live agent of said service provider before said communication link is terminated.

35. (original) The system of claim 29 further comprising a recorder coupled to said communication link; and
said triggered action includes an activation of said recorder.

36. (previously presented) The system of claim 35 wherein said exchange of information occurs between said customer and said live agent of said service provider; and
said recorder stores data that includes at least one of said predetermined condition and an identity of said live agent.

37. (cancelled)

38. (original) The system of claim 29 wherein said service provider provides services to a plurality of different customers; and
said monitoring device is activated on an intermittent sampling basis.

39. (previously presented) The system of claim 29 wherein said service provider provides services to a plurality of different customers; and
said monitoring device includes at least one of a voice volume change detector, a voice tonal change detector, a speech recognition subsystem and a character string recognition subsystem;
said action includes at least one of an alert to another live agent of said service provider, an activation of a recorder and an activation of said customer feedback system; and
said monitoring device is activated on an intermittent sampling basis.

40. (new) The method of claim 16 including a step of associating feedback from said customer with telecommunications server data that includes data that identifies said live agent.

41. (new) The system of claim 29 further comprising a customer feedback system;
said triggered action includes an activation of said customer feedback system before said communication link is terminated; and
said customer feedback system including means for associating feedback from said customer with telecommunications server data that includes data that identifies said live agent.